

MLTI Service Notification

DepotWorks Bulk Form Available

What is the Bulk Form?

To assist in managing the end of year rush for service, Apple is offering the ability to process and ship single-pack units in bulk to our local repair depot. This offering will allow you to enter dispatches en masse within DepotWorks *without the need to obtain individual case numbers!*

What is included in Bulk Form repair?

The same as any dispatch created individually. As with normal dispatches, repair is available for warranty and non-warranty (ie. accidental damage*) issues. Units no longer covered by AppleCare will not be serviced via this offering.

*** NOTE: Non-warranty repairs are subject to a price quote and require a purchase order and approval for processing.**

How do I use the form?

- Beginning May 1st, 2011, you will be presented with a new option within DepotWorks entitled - **“Summer Service Bulk Dispatch”**.
- By selecting this option, you will be presented with the following bulk dispatch form -

	Asset or Serial #	Primary Failure	Brief Notes	Accidental Damage	Intermittent?
1.	<input type="text"/>	Select a diagnosis ▾	<input type="text"/>	None ▾	no ▾
2.	<input type="text"/>	Select a diagnosis ▾	<input type="text"/>	None ▾	no ▾
3.	<input type="text"/>	Select a diagnosis ▾	<input type="text"/>	None ▾	no ▾
4.	<input type="text"/>	Select a diagnosis ▾	<input type="text"/>	None ▾	no ▾


EXAMPLE

1. For each MacBook that needs repair you must provide the following information
 - Asset Tag or Serial Number
 - Primary Failure
 - Notes (if any)
 - If Accidental Damage is acknowledged (yes/no).*

*** Whether or not this is selected, issues as a result of accidental damage may be subject to a price quote for non-warranty repair (payable by PO).**

- Information on whether the issue is Intermittent (yes/no).

2. After entering and submitting the data on this form, you will be presented with a confirmation list with dispatch numbers and a link to the shipping labels for each device.

Asset Number	Serial Number	Dispatch Number	Information	UPS Label
1 333217	4H632031VR3	31867	 Dispatch 31867 created!	1ZRF06740390602918
Success! Click here to create more Dispatches.				

EXAMPLE

3. You will need to print out the shipping labels by clicking on the label number and affix them to the appropriate boxes for shipment. Units should be packed in the standard single-pack boxes and UPS will pick up the devices just like normal MLTI Local Depot repairs.

What if I require additional shipping boxes?

If you need a small number of boxes, you can obtain them by selecting the - **“Request Shipping Box”** link within DepotWorks (orders are accepted for up to 3 boxes at a time via this method). If you require a larger amount of packing material, please submit your request via the depot feedback form within DepotWorks which is accessed by clicking on the - **“Having issues or want to send feedback?”** link in the lower right corner when logged into DepotWorks.

What are the dates for this offering?

DATE	ACTION
May 1st, 2011	Bulk dispatching for Summer Service becomes available in DepotWorks.
September 28th, 2011	Summer Service ends and the bulk form is removed from DepotWorks.

What if I encounter an issue with this process?

If you find that you require additional assistance when following this process, you may either request an escalation via the Help Desk or submit an escalation directly by clicking on the - **“Having issues or want to send feedback?”** button when logged into DepotWorks . You should expect to receive a response within 48 hours of your request.

Thank you for your time and dedication. We look forward to serving you!